SONJA PARFREY LLB (Hons)

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**ADMINISTRATION MANAGER**

Talented, results-driven, and well-organised professional, offering broad-based experience and skills in all aspects of organisational administration, executive support, and client service. Equipped with solid time and resource management skills necessary to achieve organisational objectives and improve productivity and overall performance. Skilled at preparing and compiling a wide array of documents, records, and files with high degree of confidentiality, quality, and accuracy; while ensuring adherence to established company document control procedures. Regarded for strong dedication to uphold corporate values; combined with outstanding record of personal and professional integrity in assisting executives, serving customers, and collaborating with various individuals. ***Proven expertise in:***

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| * Planning, Administration & Organisation * Office & Operational Management * Stakeholder Management * Employment Performance Evaluation | * Human Recourse Management * Reporting & Documentation * Creative Problem Resolution * Continuous Process Improvements |

**Professional Experience**

Sir Simon Milton Foundation, Victoria, London

**Business Manager,** Jan 2017 to Present

*Establish and maintain office standards, policies and procedures, including administrative and front desk operations, workstation appearance and supplies/files, records retention/destruction.*

Develop control procedure over all accounting functions to ensure a system of accurate recording of revenue and expenses. Establish a constructive and informative relationship with employees, management, businesses, trustees, and affiliates in charity sector. Deliver support for quarterly board of trustee and committee meetings through collation and preparation of necessary papers such as, agendas, minutes, papers, and reports. Process expenses, subscriptions, purchase orders, and invoices for events and donations, interfacing with finance department as needed.

***Key Contributions:***

* Spearheaded regular fundraising events, identified funding sources, collaborated with venue, collated registration details, and updated guests with event details.
* Organised overall management of annual Tea Dance event for 1000 older Westminster residents, from venue liaison to guest registration, and coordinating with third sector partners for reaching out to new groups.
* Acted as first point of contact for dealing with correspondence and phone calls, managing diaries and organising meetings and appointments, controlling access to the chief executive.

The Business Services Association, Fleet Street, London

**PA/Office Manager,** May 2015 to Dec 2016

Organised and coordinated day-to-day office operations and procedures, ensuring organisational effectiveness and affiliate environment efficiency.

Coordinated maintenance of office areas, and machinery, as well as housekeeping of office facilities. Maintained an effective filing and administrative system for office documentation, ensuring efficient workflow. Assisted senior staff in administrative needs by delivering general support on assigned projects. Cultivated positive relationships with multiple stakeholders – members, MPs, and senior government officials. Supported monthly chairman committee and quarterly council meetings. Processed departmental expenses and incoming invoices and issued external invoices for membership and event sponsorship.

***Key Contributions:***

* Orchestrated and maintained office health & safety, fire safety issues and PAC testing procedures, as well as upkeep of CRM system.
* Delivered business and private PA support to chief executive, inclusive of diary management, and travel coordination.
* Prioritised mail, proofed, formatted, and drafted letters and briefing notes, proactively drawing attention to urgent documentation.
* Administered IT needs of office, co-ordinated new laptops/desktops for new starters, arranged upgrades for existing staff and collaborated with IT providers for timely issue resolution.

Westminster City Council, Victoria, London

**Office Manager,** 2003 to May 2015

*Supervised overall administrative activities for office facility, including supplies, maintenance, alterations, furniture, equipment, conference rooms, and appearance/housekeeping.*

Co-ordinated and attended management meetings, took minutes, followed up on recommendations, and reported on all administration and HR issues for department. Upkept and maintained office machinery, reporting issues to relevant department. Established departmental filing system, leading to prompt filing of documents, as allowed by record retention guidelines. Oversaw and produced all billing, invoicing, and reporting, purchasing, payables, and related accounting and reporting functions. Executed HR service and resolved HR issues for all external clients; provided line management for office administration team (two PAs and one events officer).

***Key Contributions:***

* Ensured health & safety standards in compliance with HR policies and acted as point of contact for all internal and external invoices queries.
* Expanded current job role from a basic OM position in an office of 25 to managing office, HR and finance to a staff of 80+.
* Achieved productivity standards in adherence to departmental budget; presented monthly budget reports to team managers and head of department.
* Scheduled interviews, contacted candidates and spearheaded onboarding process – collated required paperwork for HR and payroll and ensured complete inductions.
* Organised staff Christmas party, sourced venues, and adhered to provided budget; facilitated campaigns teams for ad hoc events by providing attendee registration.

*Additional Experience as* ***Office Manager*** *at* ***edgecom Consultancy*** *and* ***Office Manager*** *at* ***Piper Pritchard Associates****.*

**Education and Certification**

**Postgraduate Diploma in Legal Practice** | The College of Law, Holborn, London

**LLB (Hons) Law Degree; 2:1 |** Anglia Ruskin University, Chelmsford, Essex